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Subject: **FY10 Q3 OTP observations**

Nat:

Pending any additional feedback from John, Julie and Corey I wanted to share some findings regarding the FY10 Q3 OTP to address any concerns you may have with the Service Standards Scorecard and calendar item.

Schedules, Service Planning, and Data Collection staff took a closer look at the FY10 Q3 on-time performance results and previewed forthcoming Q4 data as well.

In FY10 Q3, 22 of the 36 lines and routes surveyed had running time adjustments and/or headway improvements.

The average on-time performance for lines and routes **with headway and/or running time changes was 77.2 percent.**

The average on-time performance for lines and routes **without changes was 71.0 percent.**

(Note that above figures are weighted to reflect ridership.)

While many factors can be at play in the on-time performance, the above data suggests **that headway and running time changes may have had a positive impact on performance during FY10 Q3.** (Do keep in mind that missed service has never been mathematically incorporated into on-time performance statistics at the Agency.)

When we look forward into the period following the May service reductions we see preliminary (but non-conclusive) signs of a negative impact on our on-time performance. It is important to note that monthly statistics represent a smaller segment of lines surveyed and are more

susceptible to fluctuations when viewed on a month over month basis.

As has been our mantra in the past, it is our expectation that our transition to electronic systems (such as NextMuni and APCs) for collection of on-time performance data will provide us a much broader data set and ability to evaluate OTP trends.

We would be happy to answer any additional questions you may have.

Best,

-Travis

p.s. For reference, I have attached a copy of the previously distributed document that highlights the many factors at play in how the Agency's on-time performance calculations have been made for the past several years.

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